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Business Edition Premise Provider's Guide

Pre-installed software components

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Pre-installed software components

The table below lists the pre-installed software components (or included IP Packages) that contribute to the Business Edition Premise solution.

Important

To view the supported version numbers (available after the virtual machine is deployed and tuned up), open a browser to `http://core VM name or IP address`.

Component Name	Release Note
eServices Chat Server	Chat Server 8.5.x Release Note
eServices Classification Server	Classification Server 8.5.x Release Note
eServices E-Mail Server Java	E-Mail Server Java 8.5.x Release Note
eServices GAX Deployment SPD	Restricted release; the release documentation is available from the installation package or through FTP.
eServices Interaction Concentrator	eServices Interaction Concentrator 8.1.x Release Note
eServices Interaction Server	Interaction Server 8.5.x Release Note
Genesys Mobile Services	Genesys Mobile Services 8.5.x Release Note
Genesys Administrator	Genesys Administrator 8.1.x Release Note
Genesys Administrator Extension (GAX)	Genesys Administrator Extension 8.5.x Release Note
Genesys Composer	Genesys Composer 8.1.x Release Note
Genesys Configuration Conversion Wizard	Framework 8.1.x Wizard Advisory Release Note
Genesys Configuration Server MT	Configuration Server 8.5.x Release Note
Genesys DB Server	DB Server 8.1.x Release Note Release Note
Genesys Info Mart	Genesys Genesys Info Mart 8.5.x Release Note
Genesys Info Mart Administration Console	Genesys Info Mart Administration Console 8.1.x Release Note
Genesys Interaction Concentrator	Interaction Concentrator 8.1.x Release Note
Genesys Interactive Insights (GI2)	Genesys Interactive Insights 8.5.x Release Note
Genesys Local Control Agent	Local Control Agent 8.1.x Release Note
Genesys Deployment Agent	Genesys Deployment Agent 8.5.x Release Note
Genesys License Manager (Flex LM)	
Genesys Voice Platform Media Control Platform	Genesys Voice Platform Media Control Platform 8.5.x Release Note
Genesys Message Server	Message Server 8.5.x Release Note

Genesys Orchestration Server	Orchestration Server 8.1.x Release Note
Genesys Outbound Contact Server	Outbound Contact Server 8.1.x Release Note
Genesys Pulse	Genesys Pulse 8.5.x Release Note Release Note
Genesys Pulse Collector	Genesys Pulse Collector 8.5.x Release Note
Genesys Reporting and Analytics Aggregates	Reporting and Analytics Aggregates 8.5.x Release Note
Genesys Voice Platform Resource Manager	Genesys Voice Platform Resource Manager 8.5.x Release Note
Genesys SIP Server	SIP Server 8.1.x Release Note
Genesys SNMP Master Agent	SNMP Master Agent 8.5.x Release Note
Genesys Solution Control Server	Solution Control Server 8.5.x Release Note
Genesys Stat Server	Stat Server 8.5.x Release Note
Genesys Universal Contact Server	Universal Contact Server 8.5.x Release Note
Genesys Universal Contact Server Manager	Universal Contact Server Manager 8.5.x Release Note
Genesys Universal Routing Server	Universal Routing Server 8.1.x Release Note
Genesys Knowledge Manager	Knowledge Manager 8.5.x Release Note
Genesys Workspace Desktop Edition	Workspace Desktop Edition 8.5.x Release Note
Genesys Workspace Desktop Edition SIP Endpoint	Interaction Workspace SIP Endpoint 8.5.x Release Note

Business Edition Premise and its components use these third-party components:

- 7-Zip (x64 edition)
- Apache Tomcat
- Business Objects
- Eclipse Jetty Web Server
- Eclipse Mars 2 IDE for Java Developers 64-bit
- Java JDK x64
- Java JRE x64
- PostgreSQL
- Python (32-bit edition)
- SoX

In addition, BEP 8.5.000 uses these third-party components:

- Apache Cassandra
- Apache Tomcat Commons Daemon
- MS SQL Server 2012
- MS SQL Server JDBC Driver

Pre-installed software components

- VMware vSphere

For information about updating components, see the [Genesys Migration Guide](#)